

kynect resources

Community Partners
Frequently Asked Questions

Table of Contents

General Information	4
Q1. What is kynect resources?	4
Q2. What is the purpose of kynect resources?	4
Q3. How much does it cost to use kynect resources?	4
Q4. How was kynect resources designed?	4
Q5. Who is using kynect resources?	4
Q6. Where can kynect resources users find training materials?	4
Q7. What is IEES?	5
Onboarding	5
Q8. How does a community partner begin the onboarding process?	5
Q9. What if my organization is not listed?	5
Q10. Who approves the site claim requests?	5
Q11. What is the Kentucky Online Gateway?	5
Q12. Does every kynect resources user need a KOG account?	5
Q13. What are some tips for navigating KOG?	5
Q14. How can a resident, or Community Partner manage their notification preferences?	
Q15. What is Identity/ID proofing?	6
Community Partners	6
Q16. What is a referral?	6
Q17. Are there different types of referrals?	6
Q18. Where can a partner view referrals?	6
Q19. What is the difference between Referral Outbox and Referral Inbox?	7
Q20. What is a resident's "OneView"?	7
Q21. What are the different Community Partner user roles?	7
Q22. How can partners request access to view a resident's information?	7
Q23. If a staff member leaves my agency, how is their access removed? Will business partners have an "admin" that has the ability to disable users who no longer need kynect resources access?	7
Q24. Is there a limit to how many locations an organization can add?	7
Q25. If a community partner makes updates to their profile, do they need to go through the ID proofing process again?	8
Q26. If a community partner already has resources in United Way 211, will those resources appear in kynect resources?	8
Residents	8
Q27. As a resident, can I use my already existing KOG account from another application?	8
Q28. What is "My Plan"?	8
Q29. What is "My Resources"?	8

Q30.	What does it mean if a resource is in the “Completed Resources” tab?	8
Q31.	How can a resident add a resource to their plan?	8
Q32.	Some community partners are labeled as “KY Partners” in kynect resources – what does this mean?	8
Q33.	How can a resident edit their account information?	9
Q34.	How can a resident search for resources?	9
Q35.	Can a resident search for resources more than once?	9
Q36.	Is there a maximum number of resources a resident can add to their plan?	9
Privacy Settings		9
Q37.	How can residents manage their privacy settings?	9
Q38.	Can I revoke access from an organization?	9
Q39.	If a kynector already has access to a resident’s information in the Self Service Portal (SSP), will they still need to request access to view the resident’s information in kynect resources?	9
Q40.	If someone is already in kynect and does not have an email address or access to the internet, and they do not want their information included in kynect resources, how do they opt out?...	9
Q41.	Why do some residents not appear searchable in kynect resources, even if they have an account in kynect?	10
Q42.	What if a resident does not have access to kynect resources to grant consent?	10
Eligibility		10
Q43.	What is Medicaid?	10
Q44.	What is SNAP?	10
Q45.	What is KTAP?	10
Q46.	What is CCAP?	10

General Information

Q1. What is kynect resources?

kynect resources is an interactive portal designed to connect Kentucky residents with resources and program across the Commonwealth. kynect resources features tools for organizations to manage program information, referral activity, collaborate across programs, access Dashboard with organization specific metrics, and much more.

Q2. What is the purpose of kynect resources?

The mission of kynect resources is to bring together Community Partners and other stakeholders into a single platform that connects residents to services. Key objectives are to reduce barriers to help, create faster connections to available resources and create a closed loop process to improve health outcomes.

Q3. How much does it cost to use kynect resources?

There is no cost for using kynect resources.

Q4. How was kynect resources designed?

The kynect resources design is based on Human Center Design research and input from stakeholders to create a user experience that allows residents and organizations to easily find services. This design includes tools created with Community Partner input, and a comprehensive directory that is maintained and available to all users.

Q5. Who is using kynect resources?

kynect resources can be used by anyone. kynect resources offers unique roles for different user groups such as residents, kynectors, Community Partners, State agencies, Provider Offices, and others. kynect resources allows the various stakeholders to connect through a referral system, creating an environment for residents to request and receive support.

- **Residents:** Kentucky residents may access kynect resources to connect with community partners to request information or support. kynect resources makes it easy for users to input needs and browse through support options, while maintaining privacy and control over who views their data.
 - Browse resources available in their area and connect with them by creating a referral
 - See suggested resources that could be helpful to the individual
 - Complete assessments to identify areas of need that could be addressed
 - Share resources with other Kentuckians
- **Community Partners:** kynect resources allows community partners to create and receive referrals, view and request information from residents, and contact and provide support to residents through an organized, user-friendly platform.
 - Support residents by managing referral activity in a timely manner
 - Track metrics specific to your organization
 - Complete Assessments to help prioritize areas of need
 - Collaboration between organizations
- **kynectors:** kynect resources provides kynectors with a tool to create referrals and help connect residents to a variety of partners.
 - Help Kentuckians connect to help by creating referrals for resources
 - Help residents address any needs and complete Assessments

- **DCBS:** Department for Community Based Services staff may access kynect resources directly from their worker portal to support residents they serve.
 - Help residents identify areas of need and create referrals to community organizations

United Way is a key kynect resources partner. The Cabinet for Health and Family Services and the United Way collaborated to build the kynect resources database. United Way staff also works with the kynect resources team to manage the kynect resources functions.

- Helps Community Partners access kynect resources
 - Provides the database of resources
 - Provides 2-1-1 Phone Access to resources
- **State Agencies:** Help Kentuckians with many support programs across all Cabinets. State Agencies are listed in kynect resources and may onboard to kynect resources to manage incoming referrals or respond to incoming requests.
 - Create referrals to address those in need
 - Respond to incoming referrals for their program or service
 - Complete needs Assessments

Provider Offices: Provider offices may connect to kynect resources via the kynect resources link in the Kentucky Health Information Exchange (KHIE) dashboard, or by visiting kynect.ky.gov/resources.

- Create referrals for patients

Q6. Where can kynect resources users find training materials?

kynect resources users can navigate to their profile icon in the top right corner of every screen and select “Help” to navigate to a series of training materials including micro videos highlighting key functionality. Support materials can also be found on the kynect resources Department for Medicaid Services webpage at <https://chfs.ky.gov/agencies/dms/Pages/kynectres.aspx>

Q7. What is IEES?

IEES is Kentucky’s integrated eligibility and enrollment system for state programs like Medicaid, SNAP, TANF, and Child Care.

Onboarding

Q8. How does a community partner begin the onboarding process?

To begin the onboarding process, the partner must first navigate to the kynect resources site, click the Join as a Community Partner link at the bottom of the homepage, then click Get Started.

Next, search for the organization by name or city and select “Claim My Site”. After the access request is reviewed and approved by the United Way, the partner will receive an email with instructions to create a Kentucky Online Gateway (KOG) account. KOG credentials will be used to access the kynect resources system. For users who already have a KOG account, use the specific link in the email to complete the onboarding steps. This assigns the correct access role in kynect resources and to your KOG credentials.

Q9. What if my organization is not listed in 211?

If you don’t see your organization listed in the search results, call 2-1-1 to get your organization added to the 211 directory.

Q10. Who approves the site claim requests?

When a Community Partner claims their site in kynect resources, a request is sent to United Way for review and validation. After the United Way reviews and approves the request, an email with instructions to start the KOG registration process is sent.

Q11. What is the Kentucky Online Gateway?

In order to access a variety of systems across the Commonwealth including kynect resources, users must create a registration with the Kentucky Online Gateway, also known as KOG. Creating a KOG account verifies identity and assigns the users access role.

Q12. Does every kynect resources user need a KOG account?

No, any user can visit kynect.ky.gov/resources to access directory information.

However, kynect resources users must have a KOG account to log in and access additional tools such as creating referrals, managing their inbox of referrals, access to Social Determinant of Health Assessments, sharing of resources, and other management tools.

Q13. What are some tips for navigating KOG?

Some tips and best practices for navigating KOG include:

- KOG performs optimally in Google Chrome.
- If multiple KOG users access the same computer, Google Chrome Incognito browser should be used.
- The user’s email address should be unique and valid – this will be used to verify the KOG account and reset passwords. The email address will also be the user’s KOG username.
- Make sure to remember the security questions and answers since these will be used if a password needs to be reset.

Q14. How can a resident or Community Partner manage their notification preferences?

kynect resources users can navigate to their profile icon on the top right corner of every screen and select “My Account” to manage their information and notification preferences.

Q15. What is Identity/ID proofing?

Identity proofing is an additional layer of security during the onboarding process. When you create a KOG account, you will be asked to provide a set of core credentials including:

- Full Legal Name

- Social Security Number (Optional)
- Date of Birth
- Gender
- Current Residential Address (Optional)
- Personal Telephone Number (Optional)

Through kynect, Experian uses your core credentials to locate your personal information in Experian and generate a set of questions. Experian will attempt to verify your identity to the appropriate level of assurance with the information you provided. Most users are able to complete the ID proofing process in less than five minutes. Experian is required by law to securely maintain this data for seven years.

Important note: kynect resources does not capture or retain any information in the ID Proofing process.

Community Partners

Q16. What is a referral?

Referrals are requests for help or support that are sent on behalf of a resident to a Community Partner. The referral provides information to the receiving partner to allow for response and outreach to the organization or resident. Community Partners in both the admin and staff roles may create referrals for residents.

Q17. Are there different types of referrals?

A Community Partner may refer residents to different resources or different organizations, or residents may refer themselves.

For example, if a **Community Partner** cannot provide the necessary support to a resident, the partner is able to make a referral to another community partner in kynect resources.

When the **resident** selects “Connect” next to a resource, the system generates a self-referral and the community partner offering the resource receives a referral directly from the resident in the referral inbox.

Q18. Where can a partner view referrals?

A community partner can view all the referrals created for their organization in the referral inbox. Likewise, all referrals sent may be viewed in the organization outbox.

Q19. What is the difference between Referral Outbox and Referral Inbox?

The Referral Inbox houses all the referrals received by your organization. The Referral Outbox houses all the referrals sent by your organization.

Q20. What is a resident’s “OneView”?

Community Partners who have obtained a resident’s consent may view a resident’s detail screen, also call the OneView screen. A resident’s OneView displays information including contact information, referral history, household composition, and program enrollments. Access to notes shared from Community Partners, referral history, assessment history and Social Determinant of Health information is also available along with action buttons to email resident, create referral or begin a new assessment.

Q21. What are the different Community Partner user roles?

There are two community partner access levels: staff and admin. There is no limit on the number of staff with either role that may be added by an organization.

The **staff role** can respond to referrals, search for residents, and view a resident's OneView if they have permission. This role has "read only" access for organization details, location details, and resource details.

The **admin role** has access to all staff level functionality as well as adding and editing team members, managing the organization's profile, adding and editing location details, and adding and editing resources. An organization can have more than one admin if needed.

Q22. How can partners request access to view a resident's information?

Residents control access to their information in **kynect resources**. Incoming referrals contain basic contact information for the resident. Referrals can be made on behalf of a resident without consent or full access to their information. To view a resident's full record, Consent must be given by the resident. Consent to view resident record may be provided via email, text, or verbal acknowledgement.

Q23. If a staff member leaves the agency, how is their access removed? Will business partners have an "admin" that can disable users who no longer need kynect resources access?

Community Partner admin will have the ability to mark a team member's status as "inactive" which will disable their access into the kynect resources system.

In the case of a Community Partner admin leaving the organization, they should designate another user as "admin" in kynect resources. An organization can have multiple admin users. If an organization needs to reset their admin due to end of employment, please email kynectresources@ky.gov.

Q24. Is there a limit to how many locations an organization can add?

No – an organization can add as many locations as necessary.

Q25. If a community partner makes updates to their profile, do they need to go through the ID proofing process again?

No – the community partner does not need to go through ID proofing again if they make updates to their profile.

Q26. If a community partner already has resources in United Way 211, will those resources appear in kynect resources?

Yes – if an organization has resources entered in 211, those resources will appear in kynect resources.

Residents

Q27. As a resident, can I use my already existing KOG account from another application?

Yes – You can use your existing KOG credentials when creating an account with kynect resources.

Q28. What is "My Plan"?

In kynect resources, residents have access to a “My Plan” page where they can manage, rate, and share resources.

Q29. What is “My Resources”?

Under the “My Resources” tab on the “My Plan” page, residents may view all the resources they’re currently receiving in the system. This list of resources includes resources added by the resident as well as resources added via a referral from a community partner, kynector or other stakeholder.

Q30. What does it mean if a resource is in the “Completed Resources” tab? Resources in the “Completed Resources” tab have been completed and rated by a resident. Once the resident is finished with a resource, they can click “Rate” to rate the resource and add any relevant notes about the resource. Then, the resource will be added to the “Completed Resources” tab.

Q31. How can a resident add a resource to their plan?

By clicking “Connect” next to a resource, the resident can add that resource to their plan.

Q32. Some community partners are labeled as “KY Partners” in kynect resources – what does this mean?

The “KY Partner” label indicates the community partner has been onboarded to kynect resources and has access to referrals. If an organization is missing the “KY Partner” label, the resident should click “Connect” next to the resource and then contact the community partner directly via the contact information on the site.

Q33. How can a resident edit their account information?

Residents can navigate to their profile icon on the top right corner of every screen and select “My Account” to manage their information, notification preferences, needs, and interests.

Q34. How can a resident search for resources?

A resident can search for resources by category or keyword in the search field on the top navigation bar on all screens in kynect resources.

Q35. Can a resident search for resources more than once?

Yes – residents can search for resources and utilize kynect resources as much as they would like, as their circumstances may change at any time, and they may want to explore new topics.

Q36. Is there a maximum number of resources a resident can add to their plan?

No – a resident can add as many resources as they wish to their cart.

Privacy Settings

Q37. How can residents manage their privacy settings?

Residents can manage who has access to their full profiles on their “Privacy Settings” page. Here they can view partners and Application Assistants that have requested access to their profile and select either “Approve” or “Deny”.

Q38. Can I revoke access from an organization?

Yes - Residents also remove full profile access from a partner or Application Assister at any time by selecting “Remove” on the “Privacy Settings” page.

Q39. If a kynector already has access to a resident’s information in kynect benefits (SSP), will they still need to request access to view the resident’s information in kynect resources?

Yes – you will need to request access in kynect resources.

Q40. If someone is already in kynect benefits and does not have an email address or access to the internet, and they do not want their information included in kynect resources, how do they opt out?

kynect resources is integrated as a part of the state IEES system. As such, limited information that a resident has provided to the state is searchable by authorized users according to role.

Community Partners who have completed training and have completed on boarding requirements for kynect resources, are authorized users with access to the search function. A community partner should only conduct a search when assisting a resident who has provided three pieces of identifying information for the purpose of conducting a kynect resources search. If a resident has been referred to a community partner, the organization may only use the contact email or text function in the system to gain resident consent. Capturing or retaining resident email or contact information by community partners outside the system or for other use is prohibited.

Residents who want to use kynect resources tools will need to create an account if they do not already have a KOG account. This would require an email address and internet access.

Q41. Why do some residents not appear searchable in kynect resources, even if they have an account in kynect benefits?

Residents with kynect resources accounts can click “Opt Out” on their “Privacy Settings” screen to remove themselves from search results in kynect resources.

Q42. What if a resident does not have access to kynect resources to grant consent?

Residents do not need to log into kynect resources to accept an organization’s access request. Residents can either respond to the “Request Consent” email or text to grant the organization access or provide verbal consent to the organization.

Eligibility

Q44. What is Medicaid?

Medicaid is healthcare available to low-income individuals and families who fit into an eligibility group that is recognized by federal and state law. Individuals that are Kentucky residents and United States citizens (or qualified immigrants) in need of health care and insurance assistance living at or below 138% FPL (Federal Poverty Level) are eligible. For more information, see the [CHFS Medicaid Enrollment page](#).

Q44. What is SNAP?

The Supplemental Nutrition Assistance Program (formerly called Food Stamps) provides low-income households with benefits debit card to purchase food at stores authorized by USDA. Families that are Kentucky residents and United States citizens (or qualified aliens) meeting certain low-income levels based on household size (e.g.

\$16,237 total income per year for a household size of 1) are eligible. Households may have \$2,000 in countable resources, such as a bank account, or more if at least one person is aged or disabled. For more information, see the [CHFS SNAP information page](#).

Q45. What is KTAP?

The Kentucky Transitional Assistance Program (KTAP) also known as Temporary Assistance for Needy Families (TANF) provides financial and medical assistance and supportive services to assist the family, helping them achieve economic self-sufficiency. Families that are Kentucky residents and United States citizens (or qualified aliens) with children who are deprived of parental care and support of one or both parents due to unemployment, absence, incapacity (disability), or death are eligible. KTAP

payments to families are based on family size and income. For more information, see the [CHFS KTAP information page](#).

Q46. What is CCAP?

Child Care Assistance Program (CCAP) provides subsidies to help families pay for quality child care while enabling parents to work, further their education, etc. For more information, see the [CHFS CCAP page](#).

If you have additional questions, please send them to kynectresources@ky.gov